

telecommunications network being a disparate telecommunications network with respect to other telecommunications networks of the plurality of telecommunications networks, the agent being coupled to each disparate telecommunications network;

- (ii) determining the availability of the plurality of agents where if an agent is not in communication with at least one of the plurality of the telecommunication networks, it is determined available;
- (iii) responding to the query with a connection information of a determined agent; and
- (iv) connecting the call to the determined agent.

*Cont*  
A<sup>1</sup>  
22. A system comprising:

- (i) at least one agent, among a plurality of agents in a call center, receiving calls from at least two disparate telecommunications networks;
- (ii) a processor coupled to at least one agent among the plurality of agents and to each telecommunications network from which the at least one agent receives calls, the processor configured to:
  - (a) receive a query from one of the at least two disparate telecommunications network regarding whether at least one agent, among the plurality of agents, is available;
  - (b) determine the availability of the plurality of agents based on status whether or not an agent is in communication with one of the at least two disparate telecommunication network; and
  - (c) respond to the query with a connection information of an agent.

Please add new claims 23-26.

*A<sup>2</sup>*  
--23. The method according to claim 1, wherein said connection information is a routing telephone number.

24. The system according to claim 11, wherein said connection information is a routing telephone number.